## EXTERNAL VACANCY ANNOUNCEMENT
## 01/2016

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| **OPEN TO:** | ALL INTERESTED CANDIDATES |
| **POSITION:** | USAID COMPUTER MANAGEMENT SPECIALIST |
| **OPENING DATE:** | JANUARY 20, 2016 |
| **CLOSING DATE:** | FEBRUARY 3, 2016 |
| **WORK HOURS:** | FULL-TIME; 40 HRS/WEEK |
| **SALARY:** | FSN-10 (€19,713.00 – €27,604.00) |

**NOTE:** *USAID Executive Office is recruiting for one (1) career ladder position, which provides the potential for the incumbent to progress to the Foreign Service National (FSN) FSN-11 level.  Attainment of the higher grade level is contingent upon the Computer Management Specialist (Trainee) successfully completing required training, meeting agreed upon objectives and milestones, and performing at a fully successful (or equivalent) level.*

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**ALL ORDINARILY RESIDENT APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.**
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U.S. Embassy Pristina is seeking a qualified individual for the position of
**COMPUTER MANAGEMENT SPECIALIST** in USAID.

### BASIC FUNCTION OF POSITION
Within the Executive Office (EXO), the Information Technology section (IT) is responsible for providing overall data, word processing and telecommunication services to the USAID/Kosovo Mission.

The incumbent reports to the Supervisory Executive Officer, but may receive technical guidance from the Chief Information Office (CIO) in Washington D.C. and supervises one (1) Computer Management Specialist. This employee serves as the principal person responsible for the technical operation of the Mission's IT systems and telecommunication services. S/he will serve as the Systems Manager and will be responsible for the overall maintenance, monitoring, control and optimization of the USAID/Kosovo network. These responsibilities include, but are not limited to, computer operations, support of applications systems, safekeeping of data, installation, maintenance and repair of all hardware, telecommunications, and minor systems development.

## MAJOR DUTIES & RESPONSIBILITIES

### Local Area Network (LAN) and Wide Area Network (WAN) (30%)

The incumbent serves as the Mission's Systems Manager responsible for monitoring, controlling, optimizing, and maintaining all Mission servers and network infrastructure. The primary objective of this responsibility is the highest availability and performance levels of the network. Other responsibilities and duties include:

**1)** Managing all electronic messaging (i.e. email) on Exchange Server and Corporate USAID Gmail servers;

**2)** Monitoring File and Application servers, ensuring that regular backups are performed to prevent data loss. Checking that all security controls are in place according to Agency standards and regulations;

**3)** Installation and maintenance of network software on servers and client PCs. This will also include the download and installation of all necessary patches and service packs as mandated by CIO;

**4)** Developing the Mission's IT procurement plan including the identification of qualified sources of equipment, maintenance, and services. Participate in evaluating vendors;

**5)** Oversight of the Cisco VoIP Telephony operations administration and support, which includes monitoring, controlling, optimizing and maintaining the day-to-day operations of the Cisco VoIP phone system.

### Application Development and Support (30%)

The incumbent will provide input and work on the implementation of new agency solutions as well as supporting existing applications including, but not limited to:

**1)** Administrating the Documentum EMC2 platform and the implementation of the paperless and electronic signature initiatives at USAID/Kosovo;

**2)** Administering, maintaining and supporting the USAID Washington travel system (E2);

**3)** Supporting daily work operations of USAID/Kosovo employees, which include text processing, developing of spreadsheets, editing graphics and all other software that is in use at USAID/Kosovo;

**4)** Monitoring the electronic 'EXO Applications', which is a web-based program running on the SQL Server and providing support to the Financial Management Office with its financial applications;

**5)** Serving as the main point of contact between USAID/Kosovo and the State Department's Embassy OpenNet System Manager for any issues arising from the use of OpenNet workstations and applications at USAID/Kosovo.

### Information Security and Disaster Recovery planning (15%)

The incumbent is responsible for:
**1)** Analyzing exposure to security threats and protecting USAID/Kosovo's systems and data in accordance with Agency guidance and recommendations. Monitoring AIDNet IT security reports (NCircle) and addressing vulnerabilities to ensure best security results/grading. Applying all necessary patches, service packs, security releases and drivers as required/requested.

**2)** Drafting and implementing Mission standard policies, guidelines and procedures pertaining to the Management of Information Resources (security and contingency plans, ADS 545, etc.);
**3)** Deploying and maintaining an alternate site for continuity of mission-critical activities in case of an emergency;
**4)** Training users to comply with ISSO (Computer Security) regulations and holding periodic trainings/sending reminders to keep staff up-to-date with the latest rules for Information Security.

**Telecommunication Equipment Operation and Monitoring (15%)**
The incumbent is responsible for:
**1)** Administering the Cisco Access Switch for VoIP operations, E1 link support to telecommunications provider, and H.323 support for connectivity between USAID/Kosovo and USAID/Washington;
**2)** Monitoring daily WARP equipment operation (direct link to USAID/Washington, Voice/FAX Over IP (VOIP), modem connection to DTSPO and wireless link to local Internet Service Provider, Core Cisco Router;
**3)** Monitoring and administering Video-Conferencing hardware and Software.  Supporting users in the configuration of this equipment upon request and training Administrative Assistants in the basic operation of the equipment;
**4)** Inventorying, configuring and distributing Smartphones, tablets, PCs and laptops.

**Maintenance and Hardware Repair (10%)**
The Systems Manager is responsible for troubleshooting all issues related to servers, PCs and LAN equipment to ensure the most efficient and seamless operation of all IT-related equipment, systems and networks.  The Systems Manager is responsible for replacing parts as needed and performing preventive maintenance as requested by the equipment vendors or in accordance with warranties and vendor-recommended maintenance.

**REQUIRED QUALIFICATIONS**
**Education:** A Bachelor's degree in the fields of computer science, computer engineering, information systems management, or equivalent is required.
**Prior Work Experience:** A minimum of three (3) years of responsible experience in operating computers, PC support, and programming. Experience on Windows 2003 Server & Exchange 2003 Server/Web Server (IIS) as well as Laser Printers and Scanners.
**Language Proficiency:**  Level 4 (Fluent) English language speaking/reading capability is required.
Level 4 (Fluent) of Albanian or Serbian speaking/reading capability is required.
**Knowledge:** Incumbent should have advanced knowledge in IT administration and software including MS Windows Server management version 2003/2008, MS Exchange version 2003/2007, and MS Windows network configuration, network security software, Microsoft Office productivity software, and current MS Windows operating systems.  Must have advanced knowledge of hardware management including servers, personal computers, and peripherals such as wireless network devices, printers and audiovisual devices.
 **Abilities and Skills:**  Good technical skills to troubleshoot, diagnose, and resolve hardware and software problems to maximize the capabilities of the USAID/Kosovo computer resources; excellent understanding of priorities of key managers to ensure that computer systems are responsive to those needs is required.  Good interpersonal skills are required to resolve priority issues, system limitations, downtime, etc., with key officials, and to develop and maintain two-way communications and promote computer and automation services.

**ADDITIONAL SELECTION CRITERIA**
1. Management will consider nepotism/conflict of interest and budget in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Current ordinarily resident employees with an overall summary rating of needs improvement or unsatisfactory on their most recent Employee Performance Report (EPR) are not eligible to apply.
4. The candidate must successfully pass a background investigation conducted by the Regional Security Office.


**TO APPLY -** Interested candidates for this position must submit the following for consideration of the application:

**1)** Universal Application for Employment (UAE);
**2)** A current resume or curriculum vitae that provide the same information found on the UAE;
**3)** Candidates who claim US Veterans preference must provide a copy of their Form DD-214 with their application.  Candidates who claim conditional US Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application;
**4)** Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above**;**
 **5)** Copy of Kosovo ID or Passport; and copy of the Residence Permit for international applicants.


**APPLICATIONS CAN BE SUBMITTED AS FOLLOWS:**
Hand deliver to:
HUMAN RESOURCES OFFICE
U.S. EMBASSY PRISTINA
RR. NAZIM HIKMET NR. 30
10000 PRISTINA, KOSOVO


**CLOSING DATE FOR THIS POSITION: FEBRUARY 3, 2016 - BY COB (CLOSE OF BUSINESS)**

**The US Mission in Pristina provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation.  The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.**

**The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation.  Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.**

*DEFINITIONS*
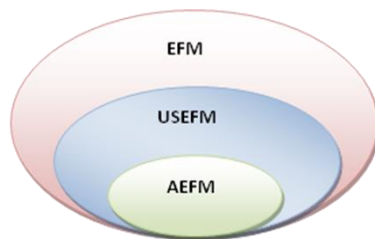


This diagram demonstrates how an Appointment Eligible Family Member (AEFM) is also a US-citizen Eligible Family Member (USEFM) as well as an Eligible Family Member (EFM).

1. **Eligible Family Member (EFM):**  An individual related to a US Government employee in one of the following ways:
   - Spouse or same-sex domestic partner (as defined in 3 FAM 1610);
   - Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support.  The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
   - Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
   - Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.

2. **US Citizen Eligible Family Member (USEFM):**  For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:
   - US Citizen; and,
   - EFM (see above) at least 18 years old; and,
   - Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:

      1. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or
      2. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.

3. **Appointment Eligible Family Member (AEFM):**  EFM (see above) eligible for a Family Member Appointment for purposes of Mission employment:
   - Is a U.S. citizen; and
   - Spouse or same-sex domestic partner (as defined in 3 FAM 1610) or a child of the sponsoring employee who is unmarried and at least 18 years old; and
   - Is listed on the travel orders or approved Form OF-126, Foreign Service Residence and Dependency Report, of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad at a U.S. mission, or at an office of the American Institute in Taiwan (AIT), and who is under chief of mission authority; and
   - Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, office of the American Institute in Taiwan.
   - Does not receive a Foreign Service or Civil Service annuity

4. **Member of Household (MOH):**  An individual who accompanies a  direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan.  An MOH is:
   - Not an EFM; and,
   - Not on the travel orders of the sponsoring employee; and,
   - Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member.  A MOH does not have to be a US Citizen.

5. **Not Ordinarily Resident (NOR)** – An individual who:
   - Is not a citizen of the host country; and,
   - Does not ordinarily reside (*OR*, see below) in the host country; and,
   - Is not subject to host country employment and tax laws; and,
   - Has a US Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

6. **Ordinarily Resident (OR)** – A Foreign National or US citizen who:
   - Is locally resident; and,
   - Has legal, permanent resident status within the host country; and,
   - Is subject to host country employment and tax laws.

EFMs without US Social Security Numbers are also OR.  All OR employees, including US citizens, are compensated in accordance with the Local Compensation Plan (LCP).